

## Organization and Human Resource Development

### Program Operating Plan

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| <b>Program or Division Name</b> | Organization and Human Resource Development                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Bureau</b>                   | Bureau of Human Resources                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Associateship</b>            | Operational Support                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Program Purpose</b>          | <p>Organization and Human Resource Development is committed to excellence in Public Health through dedication to learning and organizational development.</p> <p>The mission is to <b>assess, develop, deliver, and evaluate learning and organizational development</b> for the Texas Department of Health employees and the public health workforce.</p>                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Major Responsibilities</b>   | <ul style="list-style-type: none"><li>• Provide <b>consultative services</b> to managers and staff and guidance to supervisors and managers requesting process facilitation</li><li>• Provide <b>organized learning experiences</b> in a definite time period to increase the possibility of improving job performance and/or growth</li><li>• Conduct <b>New Employee Orientation</b></li><li>• Provide a <b>Learning Management System</b>, needs assessments, learning portfolios, training transcripts and provide assistance with special training requests</li><li>• <b>Train agency staff</b> in proprietary courses like Seven Habits for Highly Effective People and in-house developed courses like Effective Supervision</li></ul> |
| <b>Population Served</b>        | TDH and its customers                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Contact Information</b>      | <p>Mary Castleberry<br/>Manager, Organizational Learning<br/>Phone: (512) 490-2522<br/>Fax: (512) 490-2533<br/>E-mail: <a href="mailto:mary.castleberry@tdh.state.tx.us">mary.castleberry@tdh.state.tx.us</a><br/>Program Website: <a href="http://www.tdh.state.tx.us/bhr">http://www.tdh.state.tx.us/bhr</a><br/>Location: 2115 Kramer Lane<br/>Mailing Address: 1100 W. 49<sup>th</sup> Street, Austin, TX 78756</p>                                                                                                                                                                                                                                                                                                                       |

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| Program Objectives                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
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| <b>Fiscal Year 2003 Objectives</b>                                                     | <ul style="list-style-type: none"> <li>• Train employees on PeopleSoft as the Human Resources administrative system.</li> <li>• Begin the consolidation of Administrative Training functions within the Health and Human Services Enterprise.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Services Provided/Activities</b>                                                    | <div>Health Care Safety Net Services</div> <div>N/A</div> <div>Essential Public Health Services (EPHS)</div> <div> <p><b>#8: Ensure a competent workforce for the provision of essential public health services:</b><br/> <i>Assists TDH programs in the process of hiring, training and retaining competent public health staff.</i></p> </div> <div>Administrative Activities</div>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <p><i>(Austin), (Regional), or (both) indicate where the activity takes place.</i></p> | <ul style="list-style-type: none"> <li>• Personnel Management, e.g., benchmarking, strategic planning, record retention, legislative monitoring, unemployment appeals (both)</li> <li>• Recruitment, e.g., advertising job opportunities, job fairs, etc. (both)</li> <li>• Selection, e.g., job postings, application processing, interviewing, selection file retention, etc. (both)</li> <li>• Employee In-Out Processing, e.g., forms completion and counseling (both)</li> <li>• Compensation, e.g., classification audits, processing personnel actions, FLSA status (both, mainly Austin)</li> <li>• Benefits, e.g., insurance, EAP, Workers' Comp, etc. (both)</li> <li>• Employee Relations, e.g., mediation, counseling, grievance/complaints, etc. (both)</li> <li>• Time and Leave, time/leave entry, special leaves, etc. (both)</li> <li>• HR Information Systems, e.g., reporting, HHSAS, SOE, web development (Austin)</li> <li>• Policy, e.g., development and interpretation (both)</li> <li>• Administrative Training (both)</li> </ul> |

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| <b>Program Evaluation</b>                     | Performance Measures                                                                                                                                                                                         |
| Performance Measures:<br>State                | N/A                                                                                                                                                                                                          |
| Performance Measures:<br>Federal              | N/A                                                                                                                                                                                                          |
| <b>Mandate/authority</b>                      | N/A                                                                                                                                                                                                          |
| <b>Origins of program (if no mandate)</b>     | The Human Resources program serves an administrative function by providing assistance to programs in all areas related to personnel employment including the adherence to state and federal employment laws. |
| <b>Program Rules</b>                          | N/A                                                                                                                                                                                                          |
| <b>Advisory Committee or Regulatory Board</b> | N/A                                                                                                                                                                                                          |